

From: [Camacho, Amy](#)
To: [Waite, Andrew](#)
Cc: [R6HarveyInfo](#); [Pham, Lisa](#); [Okpala, Maria](#); [Martinez, Omar](#); [Tingey, Christopher](#); [Young, Nichole](#); [Pjetrovic, Anisa](#)
Subject: RE: M6H1 – Harvey Response FW: Response Manager Update for Drinking Water Systems
Date: Thursday, September 7, 2017 10:47:45 AM
Attachments: [image002.png](#)

Awesomeness. Great job everyone!


-Amy

From: Waite, Andrew
Sent: Thursday, September 07, 2017 10:00 AM
Cc: R6HarveyInfo <R6HarveyInfo@epa.gov>; Camacho, Amy <camacho.amy@epa.gov>; Pham, Lisa <Pham.Lisa@epa.gov>; Okpala, Maria <Okpala.Maria@epa.gov>; Martinez, Omar <Martinez.Omar@epa.gov>; Tingey, Christopher <tingey.christopher@epa.gov>; Young, Nichole <young.nichole@epa.gov>; Pjetrovic, Anisa <Pjetrovic.Anisa@epa.gov>
Subject: M6H1 – Harvey Response FW: Response Manager Update for Drinking Water Systems

Good job folks looks like you are appreciated. I know it's frustrating.

Regards

Andrew J. Waite
R6 WQ-SD
214.665.7332

After a momentary silence spake
Some Vessel of a more ungainly Make;
"They sneer at me for leaning all awry:
"What! did the Hand then of the Potter shake?"
 [Water: What is it Worth to You?](#)

From: Jennelle Crane [<mailto:jennelle.crane@tceq.texas.gov>]
Sent: Thursday, September 07, 2017 9:55 AM
To: Waite, Andrew <Waite.Andrew@epa.gov>; McCasland, Mark <McCasland.Mark@epa.gov>
Cc: Camacho, Amy <camacho.amy@epa.gov>
Subject: FW: Response Manager Update for Drinking Water Systems

Andy and Mark – Please see the email below that I sent to TCEQ WSD staff and the amazing EPA folks that have been helping us with phone calls these past two weeks for your records.

The EPA help making the phone calls has been invaluable! I cannot express how helpful and professional they all have been.

Thanks!

~JEC

From: Jennelle Crane

Sent: Tuesday, September 05, 2017 1:10 PM

To: Gary Chauvin <Gary.C Chauvin@tceq.texas.gov>; Joel Klumpp <Joel.Klumpp@tceq.texas.gov>; Michele Risko <Michele.Risko@Tceq.Texas.Gov>; camacho.amy@epa.gov

Cc: Cari-Michel Lacaille <Cari-Michel.Lacaille@tceq.texas.gov>; Patricia Wise <Patricia.Wise@tceq.texas.gov>; Jacolyn Saldana <jacolyn.saldana@tceq.texas.gov>; Leticia DeLeon <Leticia.DeLeon@tceq.texas.gov>

Subject: Response Manager Update for Drinking Water Systems

Good Afternoon – Please get this information out to your staff entering information in to RM.

If you or any of your staff has any questions they can talk with Jennelle, Jaci or Letty

I would like to take time to thank everyone for working so hard and doing such a great job – below is just a few pointers to streamline some of the issues we have been seeing and help our data quality.

Best wishes,
Jennelle Crane



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Issues seeing with Drinking Water Side of Response Manager

1. ALWAYS SYNC when starting up RM before you begin making new entries, when closing down RM and then on a regular bases (recommend every ½ hour).
2. Make sure you are working in the correct PWS. There are PWSs which have entries which belong on a different PWS.
3. Check to see in RM if a PWS has been contacted recently (last 3 days) – If they have been contacted only call them if necessary. (You can see other assessments by clicking the "+" next to the systems name – see picture below)

	ID	Facility Name	Type
1	2140030	1017 CAFE	TNCWS
2	1011354	1300 ALDINE MAIL ROUTE OFFICE P...	TNCWS
3	1012265	1350 HUGH ROAD WATER SYSTEM	NTNCWS
4	1012232	14200 STUEBNER AIRLINE OFFICE W...	NTNCWS

4. If you are making a Phone Call entry please populate EVERY SPACE in RM (even the ones without a number).
5. Always enter new information into a new assessment – Do not make changes to an old assessment unless it is a data error.
6. If you call or go onsite and the PWS is not available:
 - a. If no other assessment in RM for the PWS- Use the OUT for question #17 - Current Overall Operational Status
 - b. If there are other assessments in RM for the PWS- Use the most recent assessment status for question #17- Current Overall Operational Status and put in the comments they were not able to be reached. **Example:** If the last status was yellow and when you contact them you do not speak to anyone keep the status as yellow. **Do not** change the status to black-**OUT or UNKNOWN.**
7. BWN vs. Outage
 - a. Outage - If the PWS is not producing water utilize the INOP and DESTROYED code on #17.
 - b. BWN - If the PWS is producing water under a BWN utilize one of the BWN codes on #17 (GENLP, LP/LT, Results). If the PWS has issued a precautionary BWN utilize the LP/LT code.
8. Only use "CLEAR" if the PWS has rescinded their BWN (it does not matter why they issued it).
9. Do not use "OK" if the PWS has issued a BWN due to the storm – "OK" is only if they were not affected.
- 10.BWN
 - a. Please check the N/A on #10 and #13 every time you do an assessment unless the PWS issued a BWN.
 - b. On #10 if you put "YES" you MUST put in a date.
 - c. If the PWS rescinded their BWN please note the date in #13 and provide the full information in the comments section.
- 11.The only systems which require follow-up in RM are those with the following colored dots: Gray, Yellow, Red, Blue, and Black.
- 12.Water systems with a green dot **do not** require follow up.

Reminder

BWN – Please send the email to PDWS@tceq.texas.gov if a BWN has been issued (follow the normal procedures)

****Many of the operating companies are providing spreadsheets so we do not

call them over and over – Here is a list of the companies we have requested a spreadsheet from. WSD recommends checking with us before you make phone calls to these PWSs to see if we have a recent spreadsheet that is being entered in. Please contact Jennelle Crane or Jacolyn Saldana **by email**.